


MARICOPA COUNTY  HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE	PAGE 1 OF 2
	ORIGINAL ISSUE DATE June 2008	REVISION DATE June 2013
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SUBJECT: Case Notes		ADDENDA:

Background

The Workforce Investment Act adheres to a case management approach to service delivery. Integral to this approach is the maintenance of comprehensive services for each program participant. Case notes are one of the comprehensive tools that document the participant's journey throughout the duration of the program.

Policy

Case notes are used as a tool to help youth program staff organize and analyze the information gathered on participants and to plan case management strategies. Recording case notes is critical because it weaves each service element into a comprehensive service plan. Youth program staff must utilize case notes to document the decisions and service strategies that determine the assessment, planning, resources, support services, and follow up that are designed to move participants to self-sufficiency.

All case notes **MUST** be entered in the **program notes** section in Arizona Job Connection (AJC) within 15 business days after the event/contact. AJC generates the date of the case note. Case notes cannot be edited after entry. Corrections to case notes must be reflected on a subsequent case note.

When entering case notes in AJC, the title must clearly describe the content and correspond with open AJC service records. The case note must also start with the actual date of services, event, or discussion, i.e. *02/23/2012: Client is/will/ participated in, etc.*

Effective case note documentation must have the following elements:

- Justification for enrollment
- Proactive approach in documenting a follow-up date and/ or plan of action prior to next contact attempt
- Comprehensive picture of where the participant is throughout the process
- Record of movement throughout the process – successes, problems, changes
- Record of the strategies used to move the participant toward self-sufficiency
- Record of what decisions were made by the participant and youth program staff and why those

decisions were made

- Evidence of referrals made and resources used to assist the participant in resolving barriers to self-sufficiency.
- Organize and analyze data and plan an appropriate course of action.

Case Note Guidelines:

Concise and Clear. Case notes must be clear and easily understood. Someone with no contact with the participant should be able to read the case notes and get an accurate picture of the participant.

Consistency. There should not be gaps in either time or information. Case notes should reflect the participant's work and progress throughout their participation in the MWC youth program. The case notes need to be consistent with the hard file in reflecting program service such as test scores, start dates, revisions, supportive services etc.

Legality. Case notes are potential legal documents. Case notes can and have been used as evidence in court. All confidential, medical information must not be entered in case notes but must be stored separately in a secure and locked location separate from the file.